myQ® Smart Garage™ Control FAQs

A quick and easy smart home upgrade, the myQ Smart Garage Control allows you to link your existing garage door opener to the myQ app so you can control, secure and monitor the homes largest access point from your smartphone. Below are answers to frequently asked questions about the Smart Garage Control:

Is my garage door opener compatible with the Smart Garage Control?

The Smart Garage Control works with all major brands of garage door openers manufactured after 1993 that use photoelectric sensors*. To check if your garage door opener is compatible with the Smart Garage Control please review our compatibility list at: https://support.chamberlaingroup.com/s/article/garage-door-openers-compatible-with-smart-garage-control

What smart home apps are compatible with myQ?

To view a list of myQ smart partners and to learn more about each partnership, please visit: www.myq.com/works-with-myq

Is there a subscription cost to link to these partners?

There are no current fees required to connect with our myQ Smart Partners. Learn more here: www.myq.com/works-with-myq

Is myQ compatible with Alexa?

myQ evaluates each partner opportunity on a case-by-case basis. We are aware that many of our app users have requested an Amazon Alexa integration in the past, and we will keep that in mind as we define our future technology road map with potential partners.

What if my LEARN button color is not shown during device setup?

LEARN button colors are specific to Chamberlain®, LiftMaster® and Craftsman® garage door openers. Over time these colors may fade. Please reference the chart below when selecting your color.

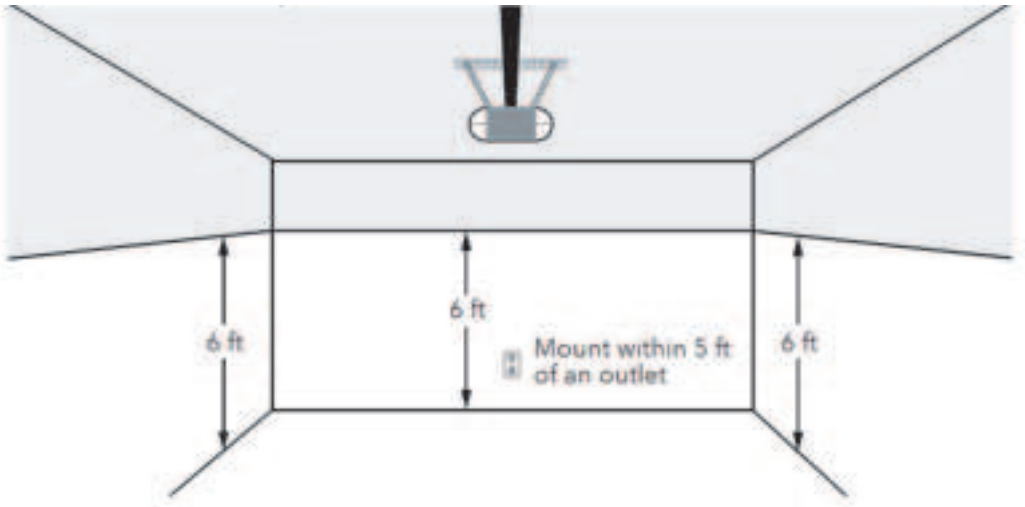
*Where the photoelectric sensors do not change to a low power mode.

How can I improve my Wi-Fi® connection to the Smart Garage Control hub?
Your Smart Garage Control hub must be within 50 feet of your Wi-Fi router. If the Wi-Fi signal in the garage is weak, we recommend adding a Wi-Fi extender half way between your router and the Smart Garage Control hub (we do not recommend placing the Wi-Fi extender in the garage).

Why does the Smart Garage Control hub flash and beep when my garage door closes? Can I turn this off?
When remotely closing your garage door opener, the Smart Garage Control hub is required by safety regulation UL 325 to alert bystanders that the garage door is about to close. This feature cannot be disabled.

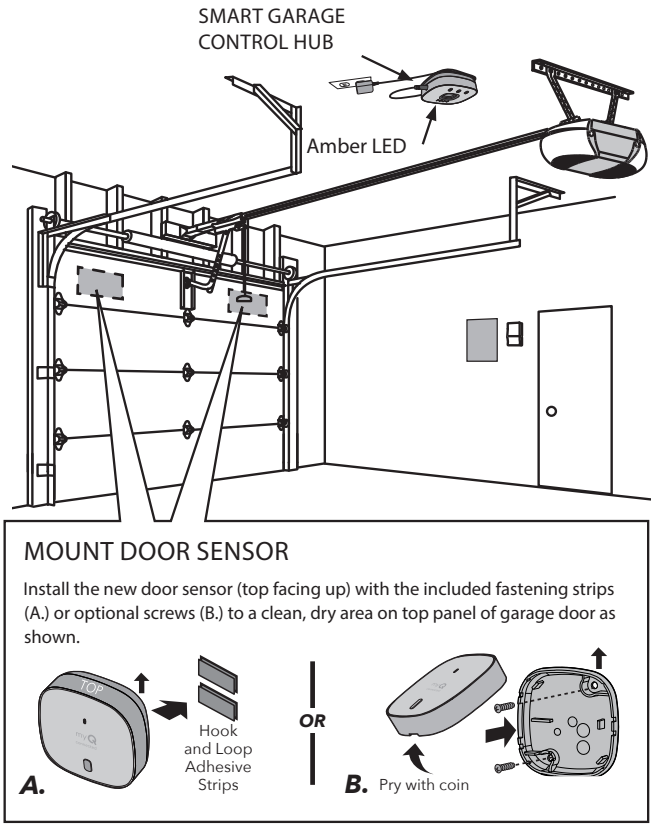
Why does my garage door only open via the myQ app, but not close?
This may indicate your Smart Garage Control hub is not properly located according to the installation recommendation. Make sure that your hub is mounted on the ceiling, on a side wall, or the wall opposite the garage door, 6 feet above the ground and near an electrical outlet (see "Where to mount your Smart Garage Control hub" directions below). The door sensor must be mounted in the top right or left corner on the door, with the "top" marking facing up.

Where to mount your Smart Garage Control hub:
Find an area on the ceiling, a side wall, or opposing wall to the garage door that is:
- At least 6 feet above the ground.
- Within 5 feet of an outlet.
- Where the hub and light are visible at all times from within the garage.
- 4 feet away from any metal objects.



Why does my garage door show that it is closed in the myQ app, when it is open?
You will first need to ensure your Smart Garage Control door sensor is properly located according to the installation recommendation (see "Where to mount your Smart Garage Control door sensor" directions below). It is also possible that the door sensor and the Smart Garage Control hub are out of sync. In this situation it is recommended that you attempt to operate the garage door opener locally from the control panel on the wall or a handheld remote control. Open and close the door twice to remedy this issue. Lastly, consider the possibility your door sensor battery is dead and cannot report the door position to the hub. In this case, replace your door sensor battery and operate the door.

Where to mount your Smart Garage Control door sensor:


SMART GARAGE
CONTROL HUB
Amber LED
MOUNT DOOR SENSOR
Install the new door sensor (top facing up) with the included fastening strips (A.) or optional screws (B.) to a clean, dry area on top panel of garage door as shown.
TOP
Hook and Loop Adhesive Strips
A.
OR
B.
Pry with coin

What should I do if my garage door opens on its own?

This action was most likely not caused by myQ, but from a local remote or keypad. You will need to erase your garage door opener's memory, by pressing the LEARN button, and reprogramming all your remotes, keypads and Smart Garage Control to your garage door opener. If this does not resolve your issue, check wiring and wall controls.

My Smart Garage Control hub keeps losing connection to my home Wi-Fi. What can I do to fix this?

Below is a list of possible causes and corrective actions:

- **Did you mount your Smart Garage Control hub in a recommended location?**
  The hub should be mounted, either on the ceiling, a side wall, or opposing wall to the garage door, that is at least six feet above the ground, and near an electrical outlet that you can plug into without an extension cord. The hub should be mounted at least four feet away from any metal objects. Don't move the hub to a location inside a cabinet or where it might be blocked by other objects that can interfere with the Wi-Fi signal (see "Where to mount your Smart Garage Control hub" directions above).

- **Perhaps a change in your home or garage environment has caused interference between your Wi-Fi router and hub (e.g. new smart home devices, installing metal cabinets)**
  Try moving the Smart Garage Control hub to a different, recommended mounting location in the garage (see "Where to mount your Smart Garage Control hub" directions above).

- **Have you recently moved your Smart Garage Control hub?**
  If you have recently relocated your hub, we recommend moving it back to the location where it previously worked well.

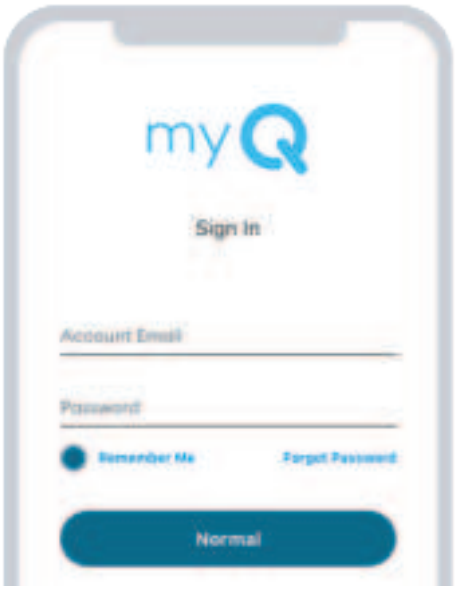
- **Do you have LED Bulbs in your garage door opener?**
  If yes, remove the LED bulbs in your garage door opener and check whether the Smart Garage Control hub's connection to Wi-Fi improves. If it does, replace the LED bulbs with a different brand of LED bulbs or use CFL bulbs.

- **Have you changed your router password?**
  If yes, choose "Change Wi-Fi Settings" in the myQ app. The app will walk you through updating your Smart Garage Control setup based on the color of the lights on your hub.

- **Have you moved your router to a new location?**
  If yes, we recommend moving the router back to its previous location. Alternatively, you can try moving the Smart Garage Control hub to a different, recommended mounting location in the garage (see "Where to mount your Smart Garage Control hub" directions above).

- **Have you recently installed a new router?**
  If yes, make sure your new router is set to 2.4 GHz. If your network name and/or password changed from your previous router,

How do I reset my password?
Open the myQ app and select "Forgot Password." Then follow the prompts to reset your password. You will need to have access to the email registered to your myQ account. If you do not have access to that email account, you will need to factory reset your Smart Garage Control and start over with a new account.



Why did I not receive my password reset email?
First check your junk or clutter inbox for the reset email. If you are using a business email account, the security or firewall setting may be delaying or even preventing delivery of the reset email. It is possible for reset email delivery to be delayed several hours with select email providers.

myQ Smart Garage Control Connection Troubleshooting Guide
If you are still having difficulty getting your Smart Garage Control connected or staying connected, this video demonstrates how to troubleshoot connection issues with the Smart Garage Control: **https://youtu.be/0qo-kwGWSAI**

If you have any other questions or need additional support with the Smart Garage Control or myQ app, don't hesitate to contact us. Chat, email and phone information can be found at: https://support.chamberlaingroup.com/s/contact-us